# TALE LITE

## Special plates designed to support worthy causes

NJ shore preservation and animal welfare license plates

Governor Jim Florio recently signed legislation that directs Motor Vehicle Services to develop and market New Jersey shore protection and animal welfare license plates. The revenue will benefit these two worthy causes.

The first $1 million raised each year by the shore protection plates will be used to fund four nationally acclaimed clean water and beach programs:

- Operation Clean Shores Program (uses minimum security prison inmates to clean-up the state's 127 miles of coastline);
- Cooperative Coastal Monitoring Program (provides aircraft flights);
- Adopt-A-Beach Program (encourages public participation in keeping coastline clean) and,
- grants to construct sewage pumps and devices for marine sanitation at public or private marinas or boatyards.

The balance would be placed in an emergency fund that could be used following major storms.

The sale of the animal welfare plates will fund New Jersey's animal population control program.

*Governor Jim Florio addresses guests at Drumthwacket at the animal welfare license plate bill signing, as Director Skip Lee looks on. The division and representatives from animal rights groups will develop a design for the plate.*

"Thanks to the Governor and the Legislature, we'll be able to make these special plates conveniently available at all agencies," Director Skip Lee explained. "For the first time, a motorist will be able to visit any agency, purchase the plates, and drive away with the new plates on the vehicle. We're confident that this new, easier, more accessible approach to selling these special plates will help generate revenue for these very worthy causes."

Both plates will be available to the public before the end of the year at a cost of $50, with an additional annual $10 renewal fee. The Information and Systems Management group is working with the Office of Telecommunications and Information Systems (OTIS) to implement the supporting computer changes.

Designs for both plates are being developed now, Lee added. A contest was held in July encouraging New Jersey residents to submit design ideas for the shore protection plates. The winner will be selected this month. Inserts and posters will be developed in support of both programs.

The division and representatives from animal rights groups will develop a design for the animal welfare plates.

*Director Skip Lee makes brief remarks on the boardwalk in Atlantic City at shore protection license plate signing, as Governor and Mrs. Florio (right) listen. Some of the children who contributed plate designs in a contest to pick the shore preservation plate observe the ceremony.*

**Motor Vehicle Services**

**AUGUST 1993**
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***In this Issue***


- New License Plates Unveiled
- Wayne RSC Adds Second Shift
- MVS Retirees Say Goodbye

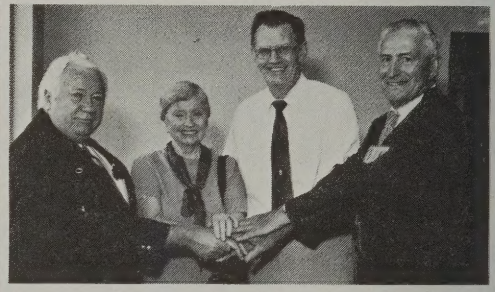
# Saying goodbye to friends and co-workers at MVS

Director Skip Lee recently presented retirement plaques and letters to 20 employees. Enjoying their leisure after saying farewell to friends and co-workers are:

Genevieve Maxwell, Coordinator in the Office of the Assistant Director of Driver Control/Regulatory Affairs, retired July 1, 1993 after 31 years and four months.

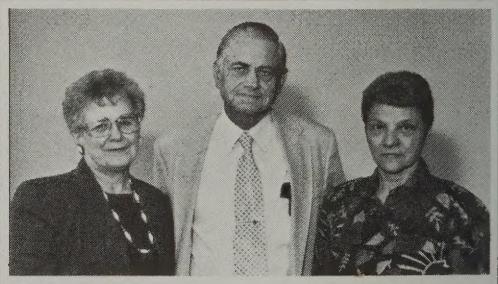
Isabelle Alexander, Support Services Representative 3 in Business License Compliance, retired April 1, 1993, after 30 years and eight months.

*Celebrating their retirements are (from left) Catherine Purdy, Geneveive Maxwell, George Manning, Irene Mulholland, and Corrine Nadel.*



*A last handshake is shared by retirees (from left) Edward Ramsey, Elizabeth Sanders, Richard Bamford, and James Turner.*

*The big day is here for retirees (from left) Muriel Alloway, Isabelle Alexander, and Thelma Greenfield.*



*Gathering for goodbyes are retirees (from left) Jane Watters, Warren Westenburger, and Philomena Smeraldi.*

Richard Bamford, Supervisor of Security and Investigations, retired July 1, 1993, after 27 years and eight months.

Mary Miller, Supervisor of Data Entry, retired July 1, 1993, after 26 years.

George T. Manning, Safety Specialist 1 at Bakers Basin Inspection Station, retired July 1, 1993, after 23 years and six months.

James F. Turner, Field Monitor 1 in Technical Support, retired July 1, 1993, after 20 years and one month.

Julia Lombardo, Senior Audit Account Clerk in Cash Control/Revenue Administration, retired July 1, 1993, after 19 years and nine months.

Philomena G. Smeraldi, Support Services Representative 2 in Inventory Control, retired July 1, 1993, after 15 years and seven months.

Margaret M. Louis, Support Services Representative 2 in Data Output, retired July 1, 1993, after 15 years and six months.

Catherine Purdy, Customer Services Representative 2 at the Wayne Agency, retired July 1, 1993, after 15 years and five months.

Garlene Davis, Support Services Representative 2 in Insurance Surcharge, retired July 1, 1993, after 14 years and 11 months.

Warren J. Westenburger, Jr., Driver License Examiner 2 at the Trenton Driver Testing Center, retired July 1, 1993, after 14 years and 11 months.

Jane G. Watters, Support Service Representative 1 in Special Services, retired July 1, 1993, after 13 years and eight months.

Thelma R. Greenfield, Support

*(continued on next page)*

**Diane Zimmerman**, of Office Automation, proudly reports that her daughter, Robin Diane, has been on the honor roll all year. Robin was promoted to the fifth grade at the Warren Snyder/John Girotti Elementary School in Bristol, PA.

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Congratulations to **Crystal Marie Thompson**, of Security Investigation, on the arrival of Sasha Marie Murphy. Born May 8, 1993, weighing six pounds, five ounces, Sasha joins a sister, Shanika and a brother, Darrell Jr.

• • •

**Lorraine A. Meseroll**, of the Driver Conferencing Unit, recently announced her engagement to Joe Josephson, of East Windsor. A wedding date has been set for April 30, 1994.

• • •

**Kenneth Stevenson**, Administrative Analyst 1 in the Planning Office on 9 East, has a friend periodically greet him when he arrives at his office. "Outside my window, there is a roof and then a waist-high wall," Ken writes. "A bird that looks exactly like the peregrine falcon in my bird book has used that wall as a perch to observe the city on five or six occasions that I have noticed." Since the peregrine falcon has been on the federal and state endangered species list, his visits may signal the improvement of our immediate environment. What an encouraging sight!

• • •

**CARD OF THANKS**

**Special thanks to all my co-workers and friends for the gifts and numerous sentiments expressed regarding my retirement. Your kindness is appreciated and will always be remembered.**

**Sincerely,**
**Mary E. Miller**

## *Saying goodbye to friends and co-workers at MVS* *(continued from page 2)*

Service Representative 3 in the Authorization Unit, retired July 1, 1993, after 13 years and two months.

Irene D. Mulholland, Supervisor 3 in the Telephone Center, retired July 1, 1993, after 13 years.

*Margaret Louis (center) proudly shows her retirement plaque to her daughter, Barbara Louis, Technical Assistant in Personnel, and her brother, Fred Schmidt, of Bellevernon, PA.*

*It's all smiles for these retirees (from left) Garlene Davis, Julia Lombardo, and Mary Miller.*

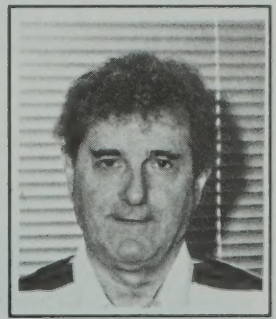
Corrine C. Nadel, Records Technician 2 in Driver Fitness and Control, retired July 1, 1993 after 13 years.

Muriel D. Alloway, Support Service Representative 1 in Driver Fitness and Control, retired July 1, 1993 after 11 years and seven months.

Elizabeth Sanders, Support Service Representative 1 in Data Output, retired July 1, 1993, after eight years and five months.

Edward D. Ramsey, Driver Improvement Analyst 2 in Insurance Surcharge, retired July 1, 1993, after eight years.

Co-workers wish the best to George P. Kinczel, who retired May 1, 1993, after 25 years of MVS service. He was Principal Postal Clerk in the Bus Application Unit, Data Output.



# Wayne Regional Service Center expands hours

## Steps taken to prevent overcrowding

Employees at the Wayne Regional Service Center began working two shifts on July 26 in order to serve the increased number of customers using the Passaic County facility.

The Wayne Driver Conferencing area that offers scheduled driver conferences and assistance for walk-in applicants who have questions about their driving records, points or the insurance surcharge system will now be open Monday through Friday from 8 a.m. to 7:30 p.m. Two shifts will be on duty from 8 a.m. to 4 p.m. and from 11 a.m. to 7:30 p.m. The division hired 17 people to supplement the current 92-person staff for the additional hours.

Director Skip Lee noted that the division started taking steps last year to improve customer service at this busy facility. Working with local officials, the division also was able to offer 85 additional customer parking spots in the present lot.

"The center is the busiest MVS facility in the state. Before the increased hours, the doors had to be closed as early as 2:30 p.m. to handle customers already waiting in the center to prevent overcrowding," said Fred Hoffman, Acting Assistant Director of Customer Services.

"Clearly, we needed to improve the level of service," Hoffman said. "This expansion in hours and staff should help and allow us to provide better service for motorists in northern New Jersey."

Lee said that the division expects to see an increase in motorists using all of the regional service centers when component II of the Uninsured Motorist Identification Program starts this winter.

As it identifies New Jersey drivers without valid insurance, the second phase of the program will draw 40-50,000 more motorists to the Wayne facility.

The Wayne center serves motorists from 10 counties: Passaic, Morris, Sussex, Warren, Union, Essex, Bergen, Hudson, Hunterdon, and Somerset.

"Hopefully, many of our customers in central New Jersey who in the past opted to drive to Wayne to transact their motor vehicle business will now use the new, less crowded Eatontown Regional Service Center," Lee said. The recently opened Eatontown center in Monmouth County is the division's fourth regional service center.

# PERSONNEL TIPS

Taking prescription medicine for months and even years can be hard to swallow. And, so can the cost of the medication. The state has provided mail-order prescriptions before, but as of July 1, 1993, there's a totally cost-free way to get your prescribed drugs.

Employees who need to take prescription maintenance drugs for a long period of time can get the prescriptions filled for free! Even the postage is free! Here's how the mail order program works.

- Get the prescription for a 90-day supply of your maintenance drug from your physician.
- Complete a patient profile (for a first order only).
- Complete the order/eligibility form for National Pharmacies.
- Enclose your prescription, patient profile and order/eligibility form in the stamped, self-addressed envelope, seal and mail.

Simple? You bet. And, there is no cost and no co-payment to you. Your order will arrive at your home in about 14 days with forms for your next order. If there are problems or questions, National Pharmacies even has a toll-free number for you to call.

For more information on this truly cost-free benefits program, call Fred Warner at 292-6162. He's located in the MVS Central Headquarters Employee Services Section.

**Timely and thorough manner . . .**

I want to take this opportunity to thank you and your agency for addressing the concerns of my constituents in a timely and thorough manner. Ms. Blanche Cantor, in particular has been very helpful to my staff in answering questions and responding to constituent inquiries. Staffers like her are truly an asset not only to your agency but to the government as a whole.

I look forward to continue working with you in the future. Thank you again for your continued support of my constituents.

*NJ Congressman Robert Andrews*
*First District*

**Friendly attitude to customers . . .**

Today it was necessary for me to transfer the title of an automobile, apply for a new registration, turn in an old set of plates and, in addition, it was time for my wife and I to renew our driving licenses. I fully expected to spend the better part of the morning waiting to have these applications attended to.

I entered your Oakland, New Jersey DMV bureau at 10 a.m. and, judging from the apparent busy atmosphere, expected that my wait would be long and tiring. However, I was pleasantly surprised by the courteousness and efficiency of the personnel. In all I dealt with three people and my affairs were handled with great dispatch. My total wait for five transactions to take place: less than twenty minutes!

The personnel at Oakland are a credit to the DMV and are to be commended for their friendly attitude to customers and the efficiency with which they perform their work.

*Jack M. Janicke*
*Butler*

**Pleasant, efficient and helpful . . .**

I recently visited the Salem Office of the Division of Motor Vehicles twice in connection with vehicle registration renewal. The personnel there could not have been more pleasant, efficient and helpful.

Subsequently, my wife and I went there to renew our drivers licenses and experienced the same service.

*John DeYoung*
*Woodstown*

**Helpful and considerate attitude . . .**

It occurred to me that you probably only hear about negative experiences at motor vehicle inspection stations. Therefore I wanted you to know about a positive one.

Last week while waiting to get my car inspected at the Bakers Basin (Trenton) inspection station on an extremely hot day, my car overheated and I lost much of my antifreeze. When I advised one of the inspectors, Mr. Paul Giordano, of the problem, he was extremely courteous and professional in helping me to get my car out of line and into a shaded location. After the car cooled down, he then assisted me in going through the inspection line and advised me how to operate my car to avoid overheating until I could get the problem checked out.

This helpful and considerate attitude on Mr. Giordano's part was greatly appreciated and certainly fosters good public relations for the division.

*Sara Hill*
*Lawrenceville*

**Efficiently and swiftly . . .**

In May I had to have my drivers license updated at the Burlington Office, K-Mart Shopping Center, Rte 541.

It was such a pleasant experience. The office was pleasant and clean, the staff helpful and friendly, the transaction was taken care of efficiently and swiftly.

I would have been remiss if I hadn't written to thank you for the improvements and send plaudits to the staff of the office.

*Edna Conti*
*Burlington Township*

# PUBLICATIONS CORNER

In January 1992, the legislature passed a law with great safety benefits for children. The bicycle helmet law requires children under 14 years to wear safety helmets when bicycling, preventing serious head injuries and possible death in a fall.

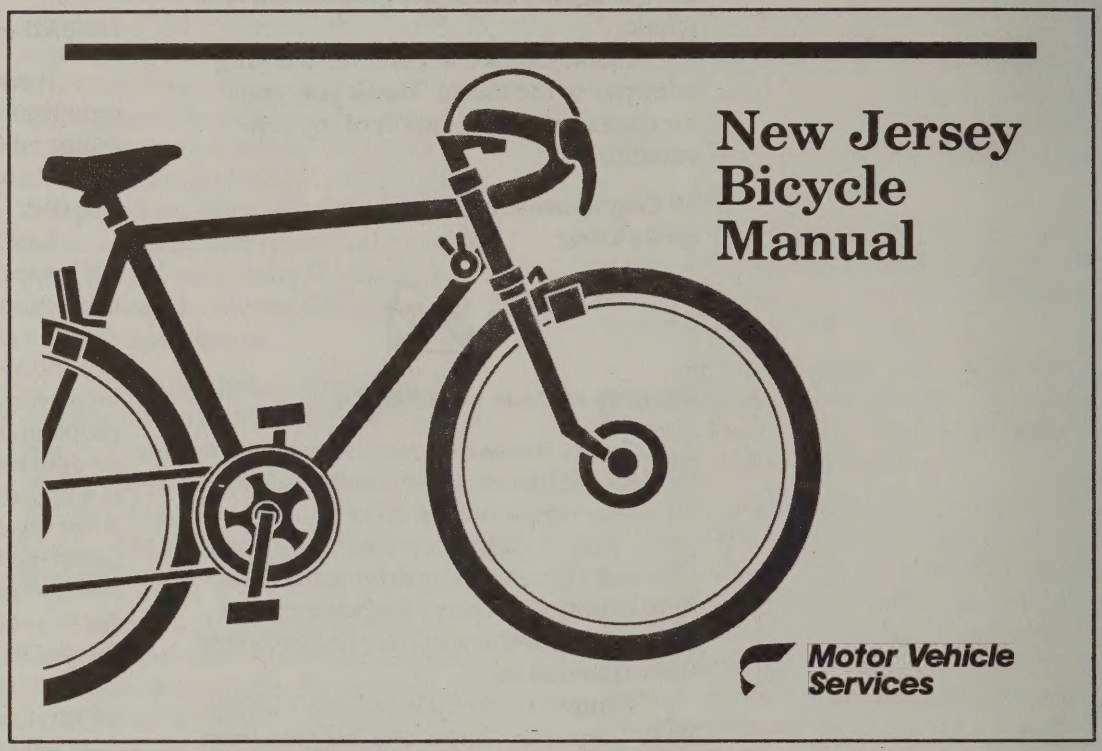
We knew the public had to be informed about the helmet requirements since the new helmet law would go into effect on July 1992. So, that meant we had six months to create a communications vehicle and get it out.

After considering several alternatives, such as insert cards, special flyers and posters, a complete redo of the **New Jersey Bicycle Manual** was undertaken.

When the latest edition of the **NJ Bicycle Manual** arrived in the MVS warehouse, it didn't have a chance to gather dust. Between July 1992 and January 1993, MVS shipped 35,200 manuals to schools, parent-teacher organizations, municipalities (for their summer safety town programs), special organizations promoting head safety, public libraries, bicycle rodeos, police departments and individuals who requested the manual. In addition, we shipped a supply to our motor vehicle agencies for customer use.

Since the helmet law passed, the New Jersey Division of Highway Traffic Safety reported a 60 percent decrease in children's bike fatalities. Nationally, the Bicycle Law Promotion Coalition reported that bike helmets reduce the risk of head injury by 85% and the risk of brain injury by 90%. That means the deaths each year of about 400 children under the age of 14 in bicycle accidents could be prevented.

And, it looks like the good news has spread. Our neighbors in New York, who never had a mandatory helmet law are passing one – in June 1994!




If you'd like to know more about bicycling in general, get a copy of the **NJ Bicycle Manual** by calling the Communications Office, Publications Section at 609-292-6908 from 8:30 a.m. to 4:30 p.m., Monday through Friday.


***TALE LITE***

Jim Florio, Governor
Robert J. Del Tufo, Attorney General
Skip Lee, Director, Motor Vehicle Services

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Employees are invited to share their newsworthy stories, opinions and ideas by calling 609-292-6908, by mailing them to the Communications Office, CN 164, Trenton, NJ 08666, or by coming in person to the 9th floor - West, 225 E. State St., Trenton, NJ.

LAPS
Department of Law and Public Safety
Division of Motor Vehicles